IT Applications Unit 3 - Tammy

**Characteristics of collaborative problem – solving practices**

1. What is collaborative problem-solving?  
   Collaborative problem-solving is an important tool for enabling people to work together in teams on a common problem
2. List the principals that are required for collaborative problem solving to work well?  
   -Needs to have a common purpose  
   -Relevant parties are involved in developing the ideas  
   -Membership of the team should be voluntary  
   -Equal access to the relevant information  
   -Each member needs to be respectful of the contributions and viewpoints of others  
   -Problem solving process needs to be designed by the team in a way that will be flexible to accommodate changing circumstances  
   -Goals need to be achievable  
   -Project needs to be time limited  
   -Participants are accountable for what is accomplished

**Knowledge sharing in virtual teams**

1. Define a virtual team  
   A virtual team is a team of people that can be based in many different locations and through the use of networks people can chare files and communication with other members of the team.
2. Why has the use of working in virtual teams made some people uncomfortable?  
   Some people have felt uncomfortable due to that human communication depends not just on language but on non-verbal communication such as tone of voice, eye contact, emphasis and gestures.
3. Do all virtual teams work in the same way?  
   No
4. Distinguish between asynchronous and synchronous communication.  
   Asynchronous is data communications that may happen intermittently. EG: talking on a phone they both can speak at one time  
   Synchronous.
5. List 3 advantages of working in virtual teams.
6. What elements are required for a functional team to exist?
7. List examples of specialised programs that virtual teams to operate.  
   -Lotus Notes  
   -Groupware software

[http://www.managementhelp.org/grp\_skll/virtual/virtual.htm](https://www.edumail.vic.gov.au/exchweb/bin/redir.asp?URL=http://www.managementhelp.org/grp_skll/virtual/virtual.htm)

1. What is a virtual team and give some examples.  
   A virtual team is a team of people who primarily interact electronically and who may meet face-to-face occasionally  
   Examples: team of people working at different geographical sites and a project team who members telecommute.
2. List three reasons why it may be necessary for people to work in virtual teams.
3. What hardware requirements would a virtual team have?  
   -Telephone  
   -PC  
   -Modem  
   -Local area networks
4. What software requirements would a virtual team have?  
   -Email  
   -Meeting facilitation software  
   -Group time management systems
5. What are some of the benefits of virtual teams?  
   -No commute time  
   -Reduced expenses from parking, travel, owning or leasing a building  
   -Recruited for competencies  
   -Work from anywhere, any time.
6. What are some of the ways in which people can meet at the same time. But in a different place?  
   -Virtual meetings  
   -Distance Learning  
   -Help desks  
   -Video conferencing  
   -MSN
7. What are some of the ways in which people can meet at different times and in different places?  
   -Email  
   -Group time management  
   -Distance learning  
   -Computer conferencing (outlook, voice mail)
8. Explain the three basic forms of conferencing.  
   1. Audio conferencing  
   2. Data conferencing  
   3. Video conferencing
9. Explain the role of electronic mail and electronic whiteboards.  
   Email; primary system for most organisations.  
   Electronic whiteboards; very useful in meetings for collaboration of ideas and capturing them electronically. Easy to distribute electronically to meeting attendees.
10. Why are calendars also an important tool for coordination of a virtual team?  
    Useful in coordinating team members schedules. They can show free and busy times and also allow meetings to be scheduled and conference rooms and other resources to be reserved. They are also good for scheduling information with other team members.
11. What sort of things would be covered in an Agenda and a Process check.  
    Agenda; State purpose, subjects that will be covered, who will cover them, how much time is allocated to each subject and expected outcomes  
    Process; Meeting facilitator is interested in what went right (positive) and what went wrong (negative) during meeting in order to improve the next meeting